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August 26, 2004

Ms. Marlene H. Dortch
Office of the Secretary
Federal Communications Commission
445 12th Street, SW
Room TW-B204
Washington, DC 20554

Re: State of Arkansas Annual Log Summary of Consumer Complaints
Concerning TRS

Dear Ms. Dortch:

Please accept this late filing on behalf of Arkansas Deaf and Hearing Impaired Telecommunications Service Corporation ("ADHITS"), the entity responsible for providing relay service for the State of Arkansas.

ADHITS changed carriers from SBC to Sprint, effective January 1, 2004, and still has not received the complaint information from SBC. Consequently, the attached filing is only for the six-month period in which Sprint has been its carrier. ADHITS did not want to wait any longer to file the Sprint information, and will update its filing as soon as SBC has provided it with the necessary information. That information has been requested by ADHITS to SBC.

ADHITS apologizes for its delinquency in this filing. It has taken action to assure that the filing next year will be on a timely basis.

Very truly yours,

DOVER DIXON HORNE PLLC


Steve L. Riggs

SLR:bs

cc: Ms. Erica Myers (via e-mail Erica.Myers@fcc.gov)
Mr. Ken Musteen
Ms. Cheryl Padgett

ARKANSAS RELAY Customer Contact Log

Tracking #	Date of Compl.	Cat. # of Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
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January-04 No Customer Contacts

February-04

3140K	02/27/04	4	Customer reported garbling on the line. VCO user was never able to read the transmission and call ended.	02/27/04	Spoke to both the agent and supervisor who assisted on the call. Agent followed proper procedures.
3131K	02/24/04	4	Customer reports that agent was nonresponsive to customers questions.	03/01/04	Agent followed proper procedures.
6872X	02/12/04	5	Agent hung up in middle of call and did not keep customer informed what was happening.	02/12/04	Technical problems with the computer. TT I001560413 entered 2/12/04.

March-04 No Customer Contacts

April-04

8999N	04/02/04	5	Customer asked opr to dial a business and the outbound caller hung up. Customer questioned the agent - agent then disconnected the caller.	04/06/04	Coached agent on remaining professional on all calls and of the consequences of hanging up on customers.
8999N	04/24/04	17			

May-04

3414K	05/20/04	3	Customer reports agents failed to remove fax numbers as requested.	05/26/04	Customer did not inform the agent the number she wanted removed was a fax number. Agent is not allowed to assume or take control of the call.
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CapTel Arkansas

Date of Complaint	State Program	Nature of Complaint	Explanation of Resolution or Status	Date Resolved
4/26/04	AR	Echo sounds	Emailed tips on echo sounds.	4/27/04



Arkansas Relay

January 04-May 04

	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	TOTAL	PCT.
SERVICE COMPLAINTS														
#00 Answer Wait Time													0	0%
#01 Dial Out Time													0	0%
#02 Didn't Follow Database Inst.													0	0%
#03 Didn't Follow Cust. Instruct.												1	1	17%
#04 Didn't Keep Customer Informed									2				2	33%
#05 Agent Disconnected Caller									1		1		2	33%
#06 Poor Spelling													0	0%
#07 Typing Speed/Accuracy													0	0%
#08 Poor Voice Tone													0	0%
#09 Everything Relayed													0	0%
#10 HCO Procedures Not Followed													0	0%
#11 VCO Procedures Not Followed													0	0%
#12 Two-Line VCO Procedure Not F													0	0%
#13 Background Noise Not Typed													0	0%
#14 Feelings Not Described													0	0%
#15 Recording Feature Not Used													0	0%
#16 Noise in Center													0	0%
#17 Agent Was Rude											1		1	17%
#18 Problem Answer Machine													0	0%
#19 Spanish Service													0	0%
#20 Speech to Speech													0	0%
#21 Other Problem Type Complaint													0	0%
TOTAL									3	0	2	1	6	
TECHNICAL COMPLAINTS														
#22 Lost Branding													0	#DIV/0!
#23 Charged for Local Call													0	#DIV/0!
#24 Trouble Linking Up													0	#DIV/0!
#25 Line Disconnected													0	#DIV/0!
#26 Garbled Message													0	#DIV/0!
#27 Database Not Available													0	#DIV/0!
#28 Split Screen													0	#DIV/0!
#29 Other Technical Type Complaint													0	#DIV/0!
TOTAL	0	0	0	0	0	0	0	0	0	0	0	0	0	
MISC COMPLAINTS														
#30 Rates													0	#DIV/0!
#31 OSD													0	#DIV/0!
#32 No 900 Number													0	#DIV/0!
#33 Caller of Choice													0	#DIV/0!
#34 Network Recording													0	#DIV/0!
#35 Other													0	#DIV/0!
TOTAL	0	0	0	0	0	0	0	0	0	0	0	0	0	
TOTAL CONTACT	0	0	0	0	0	0	0	0	3	0	2		6	